

AMENDMENT TO THE CLAIMS

This listing of claims will replace all prior versions, and listing of claims in the application.

Please amend claims 1, 6 and 7.

Please cancel claims 8 and 9.

1. (Currently Amended) A method of matching an utterance comprising a word to a record in a database using an ~~automatic~~automated speech recognition system comprising:

(a) using the automated speech recognition system to compare said utterance to a first grammar, said first grammar forming-including a word list of ~~comprising~~ a selection of words from said records in said database;

(b) ~~using the automated speech recognition system to determine~~ determining the best possible matches of the word in said utterance to said first grammar ~~the words in said word list~~;

(c) after determining said best possible matches, creating a second grammar including a subset of said records in said database that contain at least one of said best possible matches; and

(d) using the automated speech recognition system to match said utterance to a record within said second grammar.

2. (Original) The method of claim 1 wherein said database is a directory.

3. (Original) The method of claim 2 wherein said record is a listing.

4. (Original) The method of claim 3 wherein the word list includes transformations of said selection of words.

5. (Original) The method of on of claim 4 wherein the utterance is obtained by asking questions of a user.

6. (Currently Amended) A system for matching an utterance comprising a word to a record in a database using an automatic speech recognition system comprising:

(a) means for using said automated speech recognition system to compare said utterance to a first grammar including forming a word list comprising of a selection of words from said records in said database;

(b) means for using the automated speech recognition system to determine determining best possible matches of the word in said utterance to the words in said word list to said first grammar;

(c) means for creating a second grammar after determining said best possible matches, of a subset of said records in said database that contain at least one of said best possible matches; and

(d) means for using the automated speech recognition system to match said utterance to a record within said second grammar.

7. (Currently Amended) A method of providing a listing to a user comprising:

(a) establishing voice communications with the user;

(b) asking a sequence plurality of questions of said user, and obtaining and recording answers ~~therefor~~ therefore using an automated system, and not passing said user to an operator during said sequence of questions;

(c) by using said ~~a plurality of~~ answers, determining a listing using an automated speech recognition system;

(d) establishing a confidence level for said listing;

(e) providing said listing, said ~~plurality sequence of~~ questions, and said recorded answers to an operator if said confidence level is below a predetermined threshold; and

(f) if said confidence level is above a predetermined threshold, providing said listing to said user.

8. (Cancelled)

9. (Cancelled)